



Public Complaint Service via the Helpdesk Website of KPU Wajo Regency Towards the 2024 Election

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Abstract

Purpose: This study aims to improve public understanding of the KPU Helpdesk website for submitting complaints during the 2024 election, addressing issues in data verification and promoting more effective use of the platform.

Method: Direct assistance was provided to guide the public in navigating the KPU Wajo Regency Helpdesk website, filling out forms, and uploading documents.

Practical Applications: The findings help enhance the accessibility and usability of complaint services, supporting more accurate data verification and active public participation in the election process.

Conclusion: The study showed high public enthusiasm for submitting complaints and increased participation in minimizing data errors, highlighting the value of user support for better election management.



Introduction

The indicators of democracy in a country can be observed when the government regime (incumbent) holds elections (Aspinall & Berenschot, 2019). A government model that prioritizes the will of the people is the philosophical foundation of the concept of democracy (Hartati, 2020). The implementation of democratic values strongly requires active public participation in running the government (Gunawan, 2018). The absorption of democratic values in Indonesia can be seen by reviewing the implementation of elections, which have been held every five years (Pakpahan, 2019). These elections align with the mandate of the Third Amendment to the 1945 Constitution of the Republic of Indonesia, in Article 22 E, Paragraph (1), which states that "General Elections to elect members of the House of Representatives (DPR), Regional Representatives Council (DPD), and Regional House of Representatives (DPRD) are held based on the principles of direct, general, free, secret, honest, and fair, every five years" (Muzayanah, 2022; Rikardo, 2020). The organization of elections generates considerable public enthusiasm, marked by the involvement of society, both directly and indirectly, in the election process. Elections provide a learning experience for the public regarding political decisions within the state concept (Amin et al., 2021; Fadillah et al., 2023). This means that the public is involved in political decision-making at the national level by participating in the election of the President and Vice President, the DPR, and the DPD, as well as at the regional level by electing Regional Heads and their Deputies (Governors and Deputy Governors, Regents and Deputy Regents, Mayors and Deputy Mayors) and the DPRD at both provincial and district/city levels.

The organization of elections in Indonesia demands the presence of an independent institution. Thus, based on the prevailing laws, the General Election Commission (KPU) was established as an absolute, national, and independent institution tasked with organizing or facilitating elections. According to Article 6 of Law No. 7 of 2017 on General Elections, the KPU can operate at the central, provincial, and district/city levels (Mawardi, 2022). Globalization, which drives civilization towards modernization, has caused all aspects of societal life to adapt to the process as social beings (Hutapea & Lestarini, 2023). Accordingly, the political aspects of society as social beings are also influenced by this modernization. Consequently, the concept of digitalization has emerged, firmly adopting modernization as an inseparable part of societal life, especially in terms of public services (Anshori et al., 2021).

The KPU, as the organizer of elections, has adopted the concept of digitalization by developing various applications that can be used in election processes. In the 2024 elections, the KPU will utilize several applications to facilitate and optimize the election budget, including SIPOL, SIDALIH, SILON, and SIREKAP. At the regional level, the KPU will use applications such as SIDAPIL, SILOG, SIDAKAM, and SIAKBA (Huda et al., 2023). These applications are designed to simplify election organization and implement the principles of elections: direct, general, free, secret, honest, and fair (LUBERJURDIL). Of these KPU applications, SIPOL (Political Party Information System) is used for the registration and verification process of election participants. SIPOL serves as a platform for political parties to register themselves as participants in the 2024 general election. This application is beneficial for political party administrators in managing their membership data at the provincial, district, and city levels. Additionally, it allows all political parties to review and revise their membership data as part of meeting the requirements to participate in the 2024 general election.

During the process of fulfilling membership requirements for political party administrators, which is one of the criteria for political parties to qualify as election participants in 2024, many political parties rush to input their membership lists. As a result, during the factual verification process, it is not uncommon for individuals to find their names listed as members of political parties without their knowledge or consent. This unauthorized listing causes harm to individuals whose names have been wrongly used by irresponsible

political party officials (Laili & Afandi, 2023; Subkhi & Fardah, 2022). To address this issue, the General Election Commission (KPU) of Wajo Regency has provided a solution for the public. The solution allows individuals to check if their names are listed in the SIPOL application by accessing <https://helpdesk.kpu.go.id/tanggapan>. This website is designed with consideration for the use of technology (digitalization) and ease of access for the public. The website is accessible to the general public, aimed at assisting the KPU of Wajo Regency in verifying political parties participating in the 2024 general election.

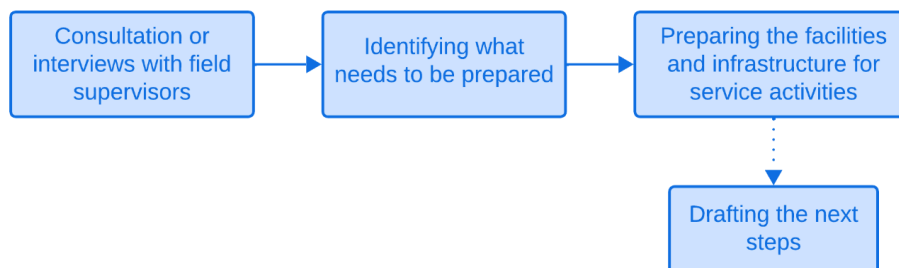
Method

The community service activity was carried out alongside the Field Practice IV (PL IV) for the XXX Main Praja Unit of the Institute of Public Administration, located at the Office of the General Election Commission (KPU) in Wajo Regency. The PL IV took place from January 24, 2023, to February 22, 2023. The method used in this activity was community assistance, with a focus on supporting the public's political voting rights. The goal of this assistance was to ensure that the public is informed about what actions they should take in response to political phenomena, particularly to help them understand the procedures for filing complaints through the KPU helpdesk website. The steps taken to carry out community assistance were as follows:

a. Preparation

In the preparation phase, an activity framework was developed to optimize time and effort for each planned activity.

Figure 1. Preparation Process Scheme



b. Survey and problem identification

This was done to understand the issues faced by the public when filing complaints through the KPU helpdesk website. Through observation and problem identification, it was found that many residents of Wajo Regency had their names wrongly listed as members of political parties, and many were confused about how to file complaints.

c. Problem-solving

In the context of organizing the 2024 general elections, the Wajo Regency KPU has provided a solution to the issue of name misappropriation by offering an integrated helpdesk website service linked with the General Election Commission of the Republic of Indonesia (KPU RI) website.

d. Implementation of community assistance activities

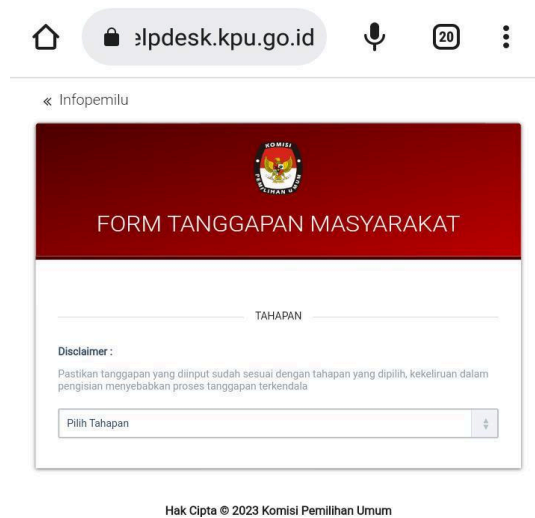
The assistance activities were carried out in the office of the Information and Data Management Officer (PPID) of the Wajo Regency KPU from February 9 to 20, 2023, between 08:00 and 16:00 WITA (following office hours). The resource persons for this activity were Riyan Jaelani, S.STP, M.Tr.I.P, and Teguh Ahmad Asparill, accompanied by the Head of PPID, Mr. Fadly M, S.Sos., M.A.P.

Result

The service activity for receiving public complaints through the helpdesk website is an agenda initiated by the General Election Commission (KPU) of Wajo Regency, prompted by the issue of unauthorized use of individuals' names in political party membership lists and

as supporters of DPD (Regional Representative Council) candidates in the 2024 general elections. However, the service has not yet been fully optimized due to several obstacles, one of which is the public's difficulty in filling out and uploading the community feedback form on the helpdesk website provided by the Wajo Regency KPU. The process of providing assistance for complaint submission through the KPU Wajo helpdesk website began by offering information and practical support to the public who visited the KPU office to file complaints. The helpdesk website can be accessed at <https://helpdesk.kpu.go.id/tanggapan>. The initial page of the helpdesk website can be seen in the following image.

Figure 2. Initial Page of the KPU Helpdesk Website



Next, the public is guided to choose the appropriate complaint stage and complete the required data along with proof of their name being falsely listed as a political party member or a DPD candidate supporter.

Based on the implementation of the public complaint submission assistance service, the following findings were made:

- Before the assistance activity, socialization had already been conducted by ad hoc bodies, namely the PPS (Voting Committee) and PPK (Subdistrict Election Committee), regarding the unauthorized use of individuals' names by political parties or DPD candidates. This helped inform the public, enabling them to file complaints through the Wajo Regency KPU helpdesk website.
- Despite prior socialization, during the two-week assistance activity for receiving public complaints, only a small number of complaints were submitted through the helpdesk website, totaling 275 people.
- Of the 275 people who filed complaints, only 11 attended the KPU office to clarify their status and declare that they were not members of any political party. Meanwhile, others felt their issue was resolved by simply filing a complaint through the helpdesk website, and some were even reluctant to follow up further. The list of these 11 individuals is as follows:

Table 1. List of Individuals Who Have Provided Clarification

NO.	NAME	P/L	CLARIFICATION STATUS	RESULT OF CLARIFICATION
1	2	3	4	5
1	ISHAR ISKANDAR	L	DONE	Declared not to be a member of Partai Golkar

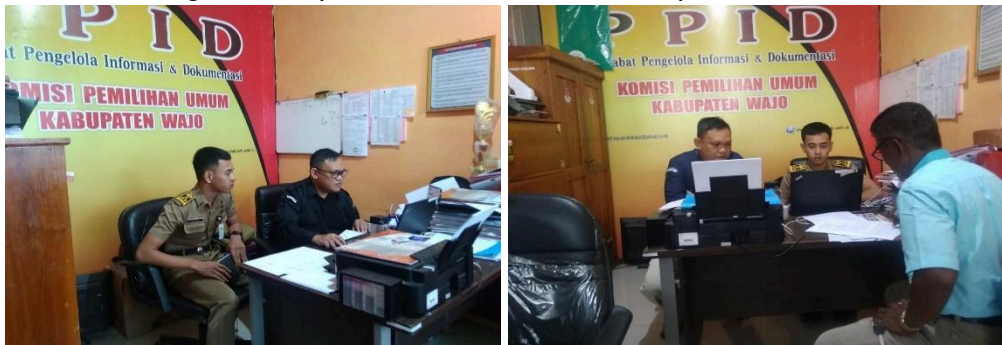
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2	ASTARYADI	L	DONE	Declared not to be a member of Partai Pelita
3	ANDI NAJAMUDDIN, S.Ag., S.Sos., M.Ag	L	DONE	Declared not to be a member of Partai Golkar
4	ASDAR	L	DONE	Declared not to be a member of Partai Ummat
5	ANDI MUH. ADAM	L	DONE	Declared not to be a member of Partai PKN
6	ANDI NURWAHIDAH, S.TP., M.P	p	DONE	Has never been a member of Partai Keadilan Sejahtera (PKS)
7	DARUSSALAM	L	DONE	Declared not to be a member of Partai Buruh
8	MUH. IHWAN, SE., MSi	L	DONE	Declared not to be a member of Partai Ummat
9	ANDI YULIARNI R	P	DONE	Declared not to be a member of Partai Kebangkitan Bangsa (PKB)
10	EVO DARMAWANSYAH	L	DONE	Declared not to be a member of Partai Amanat Nasional (PAN)
11	ANDI NURHAWAIDAH, S.Tp., M.P	P	DONE	Declared not to be a member of Partai Keadilan Sejahtera (PKS)

- d. The assistance for complaint services through the helpdesk website of the Wajo Regency General Election Commission (KPU) cannot be provided quickly because the helpdesk website frequently experiences technical issues and becomes inaccessible. The main cause is that the helpdesk website is used nationwide and often undergoes application updates. As a result, only 2-3 people can receive assistance in a day.
- e. Most of the complainants are people aged 40 and above, as it is logical for individuals in this age range to be active members of political parties. Therefore, if a political party misuses their name, it becomes difficult to refute due to this logical assumption. Meanwhile, the youth in Wajo Regency, aged 17 and above, are still very passive when it comes to direct political involvement, such as joining political parties. As a result, certain political party members prefer to target individuals aged 40 and above for name misuse.

Based on the explanation above, the assistance provided for public complaints through the helpdesk website of the Wajo Regency KPU has received positive responses from the victims of name misuse, although only a few individuals came to clarify their status at the KPU office. Referring to Table 1, of the 275 people who filed complaints, at least 11 people, or approximately 0.04%, responded to the summons at the KPU office to clarify and declare their refusal to be members of any political party. However, by providing this service, the public gains a better understanding of the procedures for using the helpdesk website directly. Moreover, the public complaint service helps improve the performance of the Wajo Regency KPU in the verification process for the 2024 election.

Figure 3. Implementation of Public Complaint Service



In this activity, the author found that the misuse of citizens' names by political parties in Wajo Regency is still ongoing, as indicated by the continued filing of complaints. It is hoped that this public complaint service can contribute to creating a cycle of the 2024 election that is direct, general, free, secret, honest, and fair.

Discussion

The Public Complaint Service via the Helpdesk Website of KPU Wajo Regency is a significant initiative designed to resolve issues surrounding the unauthorized use of individuals' names in political party membership and DPD candidate support lists for the 2024 elections. This online platform aims to promote transparency and provide a streamlined, accessible way for the public to address such concerns. However, despite its potential, the service has encountered several challenges. These include a lack of public awareness, limited digital literacy, and difficulties in filling out and submitting the necessary forms online.

During a two-week support period, only 275 complaints were registered, and of these, only 11 individuals followed through with in-person clarifications at the KPU office. Many complainants felt their issues were resolved by merely submitting a complaint online, while others were discouraged from continuing the process. To improve the service's effectiveness, KPU Wajo should consider expanding public education efforts, simplifying the complaint submission process, and providing more direct assistance to those struggling with the digital platform. This would enhance participation and ensure a more transparent and inclusive election process in 2024.

Conclusion

Based on the results and discussions presented above, it can be concluded that the KPU helpdesk website is an innovative step by the KPU to facilitate the public in submitting complaints, particularly regarding the misuse of citizens' names in political party memberships, supporters of DPD candidates, and other related issues. However, the helpdesk website service in Wajo Regency has not yet functioned optimally, as some people still do not understand how to fill out and upload response forms to the helpdesk website. Therefore, providing assistance is one of the efforts to optimize this service. Further community service activities can be carried out to continue assisting in the reception of complaints through the helpdesk website of the Wajo Regency KPU, given that many complaints remain from individuals whose names have been misused for political party memberships.

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